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BEFORE THE ARIZONA CORPORATION COMMISSION

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COMMISSIONERS

KRISTIN K. MAYES, Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP

2010 APR -7 P 4:44

AZ CORP COMMISSION
DOCKET CONTROL

IN THE MATTER OF THE APPLICATION OF ARIZONA-AMERICAN WATER COMPANY, AN ARIZONA CORPORATION, FOR A DETERMINATION OF THE CURRENT FAIR VALUE OF ITS UTILITY PLANT AND PROPERTY AND FOR INCREASES IN ITS RATES AND CHARGES BASED THEREON FOR UTILITY SERVICE BY ITS AGUA FRIA WATER DISTRICT, HAVASU WATER DISTRICT, MOHAVE WATER DISTRICT, PARADISE VALLEY DISTRICT, SUN CITY WEST WATER DISTRICT AND TUBAC WATER DISTRICT.

DOCKET NO. W-01303A-08-0227

DECISION NO. 71410

NOTICE OF COMPLIANCE FILING

IN THE MATTER OF THE APPLICATION OF ARIZONA-AMERICAN WATER COMPANY, AN ARIZONA CORPORATION, FOR A DETERMINATION OF THE CURRENT FAIR VALUE OF ITS UTILITY PLANT AND PROPERTY AND FOR INCREASES IN ITS RATES AND CHARGES BASED THEREON FOR UTILITY SERVICE BY ITS MOHAVE WASTEWATER DISTRICT.

DOCKET NO. SW-01303A-08-0227

In compliance with Decision No. 71410, Arizona-American Water Company hereby files the attached Best Management Practices (as outlined in ADWR's Modified Non-Per Capita Conservation Program) in each of the water systems that are the subject of this rate case.

RESPECTFULLY SUBMITTED on April 7, 2010.

Arizona Corporation Commission

DOCKETED

APR - 7 2010

DOCKETED BY

Sandra L. Murrey
Rate Analyst
Arizona-American Water Company
2355 W. Pinnacle Peak Rd., Suite 300
Phoenix, AZ 85027
Sandra.Murrey@amwater.com
623-445-2490

1 Original and 13 copies **filed**
2 on April 7, 2010, with:

3
4 Docket Control
5 Arizona Corporation Commission
6 1200 West Washington
7 Phoenix, Arizona 85007

8
9 Copies of the foregoing **emailed**
10 on April 7, 2010 to:

11
12 Brian K. Bozzo
13 Compliance and Enforcement Manager
14 Utilities Division
15 1200 West Washington Street
16 Phoenix, AZ 85007

IT IS FURTHER ORDERED that Arizona-American shall submit within 120 days of the effective date of this Decision at least ten Best Management Practices (as outlined in ADWR's Modified Non-Per Capita Conservation Program) in each of the water systems that are the subject of this rate case to Docket Control for Commission approval. The Company may request cost recovery of actual costs associated with the BMPs implemented.

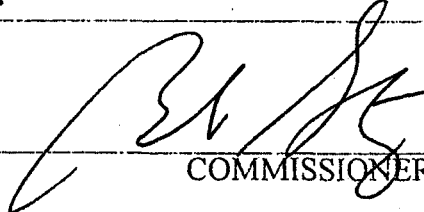
IT IS FURTHER ORDERED that this Decision shall become effective immediately.

BY ORDER OF THE ARIZONA CORPORATION COMMISSION.


CHAIRMAN


COMMISSIONER


COMMISSIONER


COMMISSIONER

COMMISSIONER

IN WITNESS WHEREOF, I, ERNEST G. JOHNSON, Executive Director of the Arizona Corporation Commission, have hereunto set my hand and caused the official seal of the Commission to be affixed at the Capitol, in the City of Phoenix, this 8th day of December, 2009.


ERNEST G. JOHNSON
EXECUTIVE DIRECTOR

DISSENT 

DISSENT _____

BEST MANAGEMENT PRACTICES

PARADISE VALLEY WATER DISTRICT

Local and/or Regional Messaging Program Tariff – BMP 1.1

PURPOSE

A program for the Company to promote water conservation by increasing the understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 1: Public Awareness/Public Relations 1.1: Local and/or Regional Messaging Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall actively participate in water conservation campaign with local or regional advertising.
2. The campaign must promote ways for citizens to save water.
3. The Company shall promote the campaign through some of the following avenues (not an all inclusive list):
 - a. Television commercials
 - b. Radio commercials
 - c. Websites
 - d. Promotional materials
 - e. Vehicle signs
 - f. Bookmarks
 - g. Magnets
4. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the messaging program implemented.
 - b. The number of consumers reached (or an estimate).
 - c. Costs of Program implementation.

Youth Conservation Education Program Tariff – BMP 2.2

PURPOSE

A program for the Company to promote water conservation by increasing students' understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.2: Youth Conservation Education Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall work with schools in its service area to increase students' understanding of water resources and to promote water conservation.
2. The program may include, but is not limited to instructional assistance, education materials, teacher education, classroom or assembly presentations, and field trips to water related facilities.
3. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the youth conservation education program implemented.
 - b. The number of students reached (or an estimate).
 - c. Costs of Program implementation.

Company: Arizona American Water Company
Paradise Valley Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

New Homeowner Landscape Information Tariff – BMP 2.3

PURPOSE

A program for the Company to assist its new customers with their landscape choices (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.3: New Homeowner Landscape Information).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall make low water use landscape information available to all new homeowners within its service area.
2. The Company shall track the number of notifications and the number of new homeowners who received the low water use landscape information.

Residential Audit Program Tariff – BMP 3.1

PURPOSE

A program for the Company to promote water conservation by providing consumers' with information on performing water audits to determine conservation opportunities at their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.1: Residential Audit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall offer self-audit information.
2. The Company or designated representative shall provide all customers that request them with a self-audit kit.
3. The kit shall include detailed instructions and tools for completing the water audit including information on how to check their water meter.
4. The Company shall keep a record of the following information and make it available upon request.
 - a. The number of kits requested by customers.
 - b. A description of the water conservation material provided in the kit.
 - c. Costs of Program implementation.

Residential Interior Retrofit Program Tariff – BMP 3.4

PURPOSE

A program for the Company to promote water conservation by providing residential customers free or low cost plumbing fixtures for their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.4: Residential Interior Retrofit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall provide all customers that request them with free or low cost low water use fixtures for their homes.
2. The fixtures or retrofit kit shall include detailed instructions for installing the retrofit fixtures.
3. The Company shall keep a record of the following information and make it available upon request.
 - a. The number of retrofit fixtures requested by customers.
 - b. A description of the retrofit fixtures provided to customers.
 - c. Costs of Program implementation.

Customer High Water Use Inquiry Resolution Tariff – BMP 3.6

PURPOSE

A program for the Company to assist its customers with their high water-use inquiries and complaints (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.6: Customer High Water Use Inquiry Resolution).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall handle high water use inquiries as calls are received.
2. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to verify consumption and conduct a leak detection inspection and further assist the customer with water conservation measures.
3. The Company shall follow up with customers about inquiries or complaints and keep a record of inquiries and follow-up activities.

Customer High Water Use Notification Tariff – BMP 3.7

PURPOSE

A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services Program 3.7: Customer High Water Use Notification).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall track water usage for each customer and notify the customer if water use seems excessive for that particular billing for that time of the year.
2. The Company shall identify customers with high consumption, verify the high consumption and investigate each instance to determine the possible cause.
3. The Company shall contact the high water use customers via telephone, email, by mail or in person. The Company shall contact the customer as soon as practical in order to minimize the possible loss of water. The customer will not be required to do anything to receive this notification.
4. In the notification the Company shall explain some of the most common water usage problems and common solutions and points of contact for dealing with the issues.
5. In the notification, the customer will be reminded of possible high water-consumption occurrences, such as:
 - a. Leaks, running toilets, or valves or flappers that need to be replaced.
 - b. Irrigation system valves or sprinkler heads which may be leaking.
 - c. Sprinklers that may be watering the house, sidewalk, or street, etc. increasing irrigation requirements.
 - d. Leaking pool or spas and possible leaks around pumps.
 - e. More people in the home than usual taking baths and showers.
 - f. Doing more loads of laundry than usual.
 - g. Doing a landscape project or starting a new lawn.
 - h. Washing vehicles more often than usual.
6. The Company shall offer water conservation information that could benefit the customer, such as, but not limited to, audit programs and publications.

Company: Arizona American Water Company
Paradise Valley Water System
Phone: (623) 445-2416

Decision No.: 71410

Effective Date: April 7, 2010

7. The type of notification, the timing of the notification (i.e., how long after high water use was discovered by the Company), and the criteria used for determining which customers are notified shall be recorded and made available to the Commission upon request.

Company: Arizona American Water Company
Paradise Valley Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Leak Detection Program Tariff – BMP 4.1

PURPOSE

A program for the Company to systematically perform leak detection on the water system to prevent lost water (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.1 Leak Detection Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

On a systematic basis, the Company shall perform leak detection inspections of its distribution system to identify and fix leaks.

This program shall be implemented through a strategy of targeting certain portions of the water service area will yield the highest potential for water savings first.

Meter Repair and/or Replacement Tariff – BMP 4.2

PURPOSE

A program for the Company to systematically assess all in-service water meters (including Company production meters) in its water service area to identify under-registering meters and to repair or replace them (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.2 Meter Repair and/or Replacement Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

The Company's goal is to systematically replace all customer meters on a 15 year cycle. This equates to approximately 1/15th of the meters in this service area replaced annually.

All residential customers' meters will be replaced with Automatic Read Meters to improve the accuracy of meter readings.

The Company also repairs/replaces customer meters as they fail to perform.

The Company tracks all meters in a database detailing when all meters were put into service and any issues that the meter has had (pulled & tested, etc.).

Company: Arizona American Water Company
Paradise Valley Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Development of Industry Partnership Tariff – BMP 7.6

PURPOSE

A program for the Company to develop industry partnerships (Modified Non-Per Capita Conservation Program BMP Category 7: Research/Innovation Program 7.6: Develop Industry Partnerships to Save Water).

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall develop industry partnerships to encourage and implement collaborative efforts and activities designed to save water.
2. The Company shall keep a record of the following information and make it available upon request:
 - a. Description of the partnership
 - b. Costs of implementation

BEST MANAGEMENT PRACTICES

AGUA FRIA WATER DISTRICT

Local and/or Regional Messaging Program Tariff – BMP 1.1

PURPOSE

A program for the Company to promote water conservation by increasing the understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 1: Public Awareness/Public Relations 1.1: Local and/or Regional Messaging Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall actively participate in water conservation campaign with local or regional advertising.
2. The campaign must promote ways for citizens to save water.
3. The Company shall promote the campaign through some of the following avenues (not an all inclusive list):
 - a. Television commercials
 - b. Radio commercials
 - c. Websites
 - d. Promotional materials
 - e. Vehicle signs
 - f. Bookmarks
 - g. Magnets
4. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the messaging program implemented.
 - b. The number of consumers reached (or an estimate).
 - c. Costs of Program implementation.

Adult Conservation Education Program Tariff – BMP 2.1

PURPOSE

A program for the Company to promote water conservation by increasing consumers' understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.1: Adult Conservation Education Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall implement an adult education or training program.
2. The Company may provide the following resources.
 - a. Scheduled workshops for Homeowners
 - b. Speaker's Bureau
 - c. Training programs for professional landscapers
3. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the adult conservation education process implemented.
 - b. The number of adults reached (or an estimate).
 - c. A description of the written water conservation material provided free to adults.
 - d. Costs of Program implementation.

Youth Conservation Education Program Tariff – BMP 2.2

PURPOSE

A program for the Company to promote water conservation by increasing students' understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.2: Youth Conservation Education Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall work with schools in its service area to increase students' understanding of water resources and to promote water conservation.
2. The program may include, but is not limited to instructional assistance, education materials, teacher education, classroom or assembly presentations, and field trips to water related facilities.
3. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the youth conservation education program implemented.
 - b. The number of students reached (or an estimate).
 - c. Costs of Program implementation.

Company: Arizona American Water Company
Agua Fria Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

New Homeowner Landscape Information Tariff – BMP 2.3

PURPOSE

A program for the Company to assist its new customers with their landscape choices (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.3: New Homeowner Landscape Information).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall make low water use landscape information available to all new homeowners within its service area.
2. The Company shall track the number of notifications and the number of new homeowners who received the low water use landscape information.

Residential Audit Program Tariff – BMP 3.1

PURPOSE

A program for the Company to promote water conservation by providing consumers' with information on performing water audits to determine conservation opportunities at their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.1: Residential Audit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall offer self-audit information.
2. The Company or designated representative shall provide all customers that request them with a self-audit kit.
3. The kit shall include detailed instructions and tools for completing the water audit including information on how to check their water meter.
4. The Company shall keep a record of the following information and make it available upon request.
 - a. The number of kits requested by customers.
 - b. A description of the water conservation material provided in the kit.
 - c. Costs of Program implementation.

Residential Interior Retrofit Program Tariff – BMP 3.4

PURPOSE

A program for the Company to promote water conservation by providing residential customers free or low cost plumbing fixtures for their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.4: Residential Interior Retrofit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall provide all customers that request them with free or low cost low water use fixtures for their homes.
2. The fixtures or retrofit kit shall include detailed instructions for installing the retrofit fixtures.
3. The Company shall keep a record of the following information and make it available upon request.
 - a. The number of retrofit fixtures requested by customers.
 - b. A description of the retrofit fixtures provided to customers.
 - c. Costs of Program implementation.

Company: Arizona American Water Company
Agua Fria Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Customer High Water Use Inquiry Resolution Tariff – BMP 3.6

PURPOSE

A program for the Company to assist its customers with their high water-use inquiries and complaints (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.6: Customer High Water Use Inquiry Resolution).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall handle high water use inquiries as calls are received.
2. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to verify consumption and conduct a leak detection inspection and further assist the customer with water conservation measures.
3. The Company shall follow up with customers about inquiries or complaints and keep a record of inquiries and follow-up activities.

Customer High Water Use Notification Tariff – BMP 3.7

PURPOSE

A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services Program 3.7: Customer High Water Use Notification).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall track water usage for each customer and notify the customer if water use seems excessive for that particular billing for that time of the year.
2. The Company shall identify customers with high consumption, verify the high consumption and investigate each instance to determine the possible cause.
3. The Company shall contact the high water use customers via telephone, email, by mail or in person. The Company shall contact the customer as soon as practical in order to minimize the possible loss of water. The customer will not be required to do anything to receive this notification.
4. In the notification the Company shall explain some of the most common water usage problems and common solutions and points of contact for dealing with the issues.
5. In the notification, the customer will be reminded of possible high water-consumption occurrences, such as:
 - a. Leaks, running toilets, or valves or flappers that need to be replaced.
 - b. Irrigation system valves or sprinkler heads which may be leaking.
 - c. Sprinklers that may be watering the house, sidewalk, or street, etc. increasing irrigation requirements.
 - d. Leaking pool or spas and possible leaks around pumps.
 - e. More people in the home than usual taking baths and showers.
 - f. Doing more loads of laundry than usual.
 - g. Doing a landscape project or starting a new lawn.
 - h. Washing vehicles more often than usual.
6. The Company shall offer water conservation information that could benefit the customer, such as, but not limited to, audit programs and publications.

Company: Arizona American Water Company
Agua Fria Water System
Phone: (623) 445-2416

Decision No.: 71410

Effective Date: April 7, 2010

7. The type of notification, the timing of the notification (i.e., how long after high water use was discovered by the Company), and the criteria used for determining which customers are notified shall be recorded and made available to the Commission upon request.

Meter Repair and/or Replacement Tariff – BMP 4.2

PURPOSE

A program for the Company to systematically assess all in-service water meters (including Company production meters) in its water service area to identify under-registering meters and to repair or replace them (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.2 Meter Repair and/or Replacement Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

The Company's goal is to systematically replace all customer meters on a 15 year cycle. This equates to approximately 1/15th of the meters in this service area replaced annually.

All residential customers' meters will be replaced with Automatic Read Meters to improve the accuracy of meter readings.

The Company also repairs/replaces customer meters as they fail to perform.

The Company tracks all meters in a database detailing when all meters were put into service and any issues that the meter has had (pulled & tested, etc.).

Company: Arizona American Water Company
Agua Fria Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Development of Industry Partnership Tariff – BMP 7.6

PURPOSE

A program for the Company to develop industry partnerships (Modified Non-Per Capita Conservation Program BMP Category 7: Research/Innovation Program 7.6: Develop Industry Partnerships to Save Water).

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall develop industry partnerships to encourage and implement collaborative efforts and activities designed to save water.
2. The Company shall keep a record of the following information and make it available upon request:
 - a. Description of the partnership
 - b. Costs of implementation

BEST MANAGEMENT PRACTICES

MOHAVE WATER DISTRICT

Local and/or Regional Messaging Program Tariff – BMP 1.1

PURPOSE

A program for the Company to promote water conservation by increasing the understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 1: Public Awareness/Public Relations 1.1: Local and/or Regional Messaging Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall actively participate in water conservation campaign with local or regional advertising.
2. The campaign must promote ways for citizens to save water.
3. The Company shall promote the campaign through some of the following avenues (not an all inclusive list):
 - a. Television commercials
 - b. Radio commercials
 - c. Websites
 - d. Promotional materials
 - e. Vehicle signs
 - f. Bookmarks
 - g. Magnets
4. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the messaging program implemented.
 - b. The number of consumers reached (or an estimate).
 - c. Costs of Program implementation.

Youth Conservation Education Program Tariff – BMP 2.2

PURPOSE

A program for the Company to promote water conservation by increasing students' understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.2: Youth Conservation Education Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall work with schools in its service area to increase students' understanding of water resources and to promote water conservation.
2. The program may include, but is not limited to instructional assistance, education materials, teacher education, classroom or assembly presentations, and field trips to water related facilities.
3. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the youth conservation education program implemented.
 - b. The number of students reached (or an estimate).
 - c. Costs of Program implementation.

Company: Arizona American Water Company
Mohave Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

New Homeowner Landscape Information Tariff – BMP 2.3

PURPOSE

A program for the Company to assist its new customers with their landscape choices (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.3: New Homeowner Landscape Information).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall make low water use landscape information available to all new homeowners within its service area.
2. The Company shall track the number of notifications and the number of new homeowners who received the low water use landscape information.

Residential Audit Program Tariff – BMP 3.1

PURPOSE

A program for the Company to promote water conservation by providing consumers' with information on performing water audits to determine conservation opportunities at their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.1: Residential Audit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall offer self-audit information.
2. The Company or designated representative shall provide all customers that request them with a self-audit kit.
3. The kit shall include detailed instructions and tools for completing the water audit including information on how to check their water meter.
4. The Company shall keep a record of the following information and make it available upon request.
 - a. The number of kits requested by customers.
 - b. A description of the water conservation material provided in the kit.
 - c. Costs of Program implementation.

Residential Interior Retrofit Program Tariff – BMP 3.4

PURPOSE

A program for the Company to promote water conservation by providing residential customers free or low cost plumbing fixtures for their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.4: Residential Interior Retrofit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall provide all customers that request them with free or low cost low water use fixtures for their homes.
2. The fixtures or retrofit kit shall include detailed instructions for installing the retrofit fixtures.
3. The Company shall keep a record of the following information and make it available upon request.
 - a. The number of retrofit fixtures requested by customers.
 - b. A description of the retrofit fixtures provided to customers.
 - c. Costs of Program implementation.

Company: Arizona American Water Company
Mohave Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Customer High Water Use Inquiry Resolution Tariff – BMP 3.6

PURPOSE

A program for the Company to assist its customers with their high water-use inquiries and complaints (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.6: Customer High Water Use Inquiry Resolution).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall handle high water use inquiries as calls are received.
2. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to verify consumption and conduct a leak detection inspection and further assist the customer with water conservation measures.
3. The Company shall follow up with customers about inquiries or complaints and keep a record of inquiries and follow-up activities.

Customer High Water Use Notification Tariff – BMP 3.7

PURPOSE

A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services Program 3.7: Customer High Water Use Notification).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall track water usage for each customer and notify the customer if water use seems excessive for that particular billing for that time of the year.
2. The Company shall identify customers with high consumption, verify the high consumption and investigate each instance to determine the possible cause.
3. The Company shall contact the high water use customers via telephone, email, by mail or in person. The Company shall contact the customer as soon as practical in order to minimize the possible loss of water. The customer will not be required to do anything to receive this notification.
4. In the notification the Company shall explain some of the most common water usage problems and common solutions and points of contact for dealing with the issues.
5. In the notification, the customer will be reminded of possible high water-consumption occurrences, such as:
 - a. Leaks, running toilets, or valves or flappers that need to be replaced.
 - b. Irrigation system valves or sprinkler heads which may be leaking.
 - c. Sprinklers that may be watering the house, sidewalk, or street, etc. increasing irrigation requirements.
 - d. Leaking pool or spas and possible leaks around pumps.
 - e. More people in the home than usual taking baths and showers.
 - f. Doing more loads of laundry than usual.
 - g. Doing a landscape project or starting a new lawn.
 - h. Washing vehicles more often than usual.
6. The Company shall offer water conservation information that could benefit the customer, such as, but not limited to, audit programs and publications.

Company: Arizona American Water Company
Mohave Water System
Phone: (623) 445-2416

Decision No.: 71410

Effective Date: April 7, 2010

7. The type of notification, the timing of the notification (i.e., how long after high water use was discovered by the Company), and the criteria used for determining which customers are notified shall be recorded and made available to the Commission upon request.

Company: Arizona American Water Company
Mohave Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Leak Detection Program Tariff – BMP 4.1

PURPOSE

A program for the Company to systematically perform leak detection on the water system to prevent lost water (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.1 Leak Detection Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

On a systematic basis, the Company shall perform leak detection inspections of its distribution system to identify and fix leaks.

This program shall be implemented through a strategy of targeting certain portions of the water service area will yield the highest potential for water savings first.

Meter Repair and/or Replacement Tariff – BMP 4.2

PURPOSE

A program for the Company to systematically assess all in-service water meters (including Company production meters) in its water service area to identify under-registering meters and to repair or replace them (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.2 Meter Repair and/or Replacement Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

The Company's goal is to systematically replace all customer meters on a 15 year cycle. This equates to approximately 1/15th of the meters in this service area replaced annually.

All residential customers' meters will be replaced with Automatic Read Meters to improve the accuracy of meter readings.

The Company also repairs/replaces customer meters as they fail to perform.

The Company tracks all meters in a database detailing when all meters were put into service and any issues that the meter has had (pulled & tested, etc.).

Company: Arizona American Water Company
Mohave Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Development of Industry Partnership Tariff – BMP 7.6

PURPOSE

A program for the Company to develop industry partnerships (Modified Non-Per Capita Conservation Program BMP Category 7: Research/Innovation Program 7.6: Develop Industry Partnerships to Save Water).

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall develop industry partnerships to encourage and implement collaborative efforts and activities designed to save water.
2. The Company shall keep a record of the following information and make it available upon request:
 - a. Description of the partnership
 - b. Costs of implementation

BEST MANAGEMENT PRACTICES

HAVASU WATER DISTRICT

Local and/or Regional Messaging Program Tariff – BMP 1.1

PURPOSE

A program for the Company to promote water conservation by increasing the understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 1: Public Awareness/Public Relations 1.1: Local and/or Regional Messaging Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall actively participate in water conservation campaign with local or regional advertising.
2. The campaign must promote ways for citizens to save water.
3. The Company shall promote the campaign through some of the following avenues (not an all inclusive list):
 - a. Television commercials
 - b. Radio commercials
 - c. Websites
 - d. Promotional materials
 - e. Vehicle signs
 - f. Bookmarks
 - g. Magnets
4. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the messaging program implemented.
 - b. The number of consumers reached (or an estimate).
 - c. Costs of Program implementation.

Youth Conservation Education Program Tariff – BMP 2.2

PURPOSE

A program for the Company to promote water conservation by increasing students' understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.2: Youth Conservation Education Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall work with schools in its service area to increase students' understanding of water resources and to promote water conservation.
2. The program may include, but is not limited to instructional assistance, education materials, teacher education, classroom or assembly presentations, and field trips to water related facilities.
3. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the youth conservation education program implemented.
 - b. The number of students reached (or an estimate).
 - c. Costs of Program implementation.

Company: Arizona American Water Company
Lake Havasu Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

New Homeowner Landscape Information Tariff – BMP 2.3

PURPOSE

A program for the Company to assist its new customers with their landscape choices (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.3: New Homeowner Landscape Information).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall make low water use landscape information available to all new homeowners within its service area.
2. The Company shall track the number of notifications and the number of new homeowners who received the low water use landscape information.

Residential Audit Program Tariff – BMP 3.1

PURPOSE

A program for the Company to promote water conservation by providing consumers' with information on performing water audits to determine conservation opportunities at their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.1: Residential Audit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall offer self-audit information.
2. The Company or designated representative shall provide all customers that request them with a self-audit kit.
3. The kit shall include detailed instructions and tools for completing the water audit including information on how to check their water meter.
4. The Company shall keep a record of the following information and make it available upon request.
 - a. The number of kits requested by customers.
 - b. A description of the water conservation material provided in the kit.
 - c. Costs of Program implementation.

Residential Interior Retrofit Program Tariff – BMP 3.4

PURPOSE

A program for the Company to promote water conservation by providing residential customers free or low cost plumbing fixtures for their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.4: Residential Interior Retrofit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall provide all customers that request them with free or low cost low water use fixtures for their homes.
2. The fixtures or retrofit kit shall include detailed instructions for installing the retrofit fixtures.
3. The Company shall keep a record of the following information and make it available upon request.
 - a. The number of retrofit fixtures requested by customers.
 - b. A description of the retrofit fixtures provided to customers.
 - c. Costs of Program implementation.

Customer High Water Use Inquiry Resolution Tariff – BMP 3.6

PURPOSE

A program for the Company to assist its customers with their high water-use inquiries and complaints (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.6: Customer High Water Use Inquiry Resolution).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall handle high water use inquiries as calls are received.
2. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to verify consumption and conduct a leak detection inspection and further assist the customer with water conservation measures.
3. The Company shall follow up with customers about inquiries or complaints and keep a record of inquiries and follow-up activities.

Customer High Water Use Notification Tariff – BMP 3.7

PURPOSE

A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services Program 3.7: Customer High Water Use Notification).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall track water usage for each customer and notify the customer if water use seems excessive for that particular billing for that time of the year.
2. The Company shall identify customers with high consumption, verify the high consumption and investigate each instance to determine the possible cause.
3. The Company shall contact the high water use customers via telephone, email, by mail or in person. The Company shall contact the customer as soon as practical in order to minimize the possible loss of water. The customer will not be required to do anything to receive this notification.
4. In the notification the Company shall explain some of the most common water usage problems and common solutions and points of contact for dealing with the issues.
5. In the notification, the customer will be reminded of possible high water-consumption occurrences, such as:
 - a. Leaks, running toilets, or valves or flappers that need to be replaced.
 - b. Irrigation system valves or sprinkler heads which may be leaking.
 - c. Sprinklers that may be watering the house, sidewalk, or street, etc. increasing irrigation requirements.
 - d. Leaking pool or spas and possible leaks around pumps.
 - e. More people in the home than usual taking baths and showers.
 - f. Doing more loads of laundry than usual.
 - g. Doing a landscape project or starting a new lawn.
 - h. Washing vehicles more often than usual.
6. The Company shall offer water conservation information that could benefit the customer, such as, but not limited to, audit programs and publications.

Company: Arizona American Water Company
Lake Havasu Water System
Phone: (623) 445-2416

Decision No.: 71410

Effective Date: April 7, 2010

7. The type of notification, the timing of the notification (i.e., how long after high water use was discovered by the Company), and the criteria used for determining which customers are notified shall be recorded and made available to the Commission upon request.

Company: Arizona American Water Company
Lake Havasu Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Leak Detection Program Tariff – BMP 4.1

PURPOSE

A program for the Company to systematically perform leak detection on the water system to prevent lost water (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.1 Leak Detection Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

On a systematic basis, the Company shall perform leak detection inspections of its distribution system to identify and fix leaks.

This program shall be implemented through a strategy of targeting certain portions of the water service area will yield the highest potential for water savings first.

Meter Repair and/or Replacement Tariff – BMP 4.2

PURPOSE

A program for the Company to systematically assess all in-service water meters (including Company production meters) in its water service area to identify under-registering meters and to repair or replace them (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.2 Meter Repair and/or Replacement Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

The Company's goal is to systematically replace all customer meters on a 15 year cycle. This equates to approximately 1/15th of the meters in this service area replaced annually.

All residential customers' meters will be replaced with Automatic Read Meters to improve the accuracy of meter readings.

The Company also repairs/replaces customer meters as they fail to perform.

The Company tracks all meters in a database detailing when all meters were put into service and any issues that the meter has had (pulled & tested, etc.).

Company: Arizona American Water Company
Lake Havasu Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Development of Industry Partnership Tariff – BMP 7.6

PURPOSE

A program for the Company to develop industry partnerships (Modified Non-Per Capita Conservation Program BMP Category 7: Research/Innovation Program 7.6: Develop Industry Partnerships to Save Water).

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall develop industry partnerships to encourage and implement collaborative efforts and activities designed to save water.
2. The Company shall keep a record of the following information and make it available upon request:
 - a. Description of the partnership
 - b. Costs of implementation

BEST MANAGEMENT PRACTICES

SUN CITY WEST WATER DISTRICT

Local and/or Regional Messaging Program Tariff – BMP 1.1

PURPOSE

A program for the Company to promote water conservation by increasing the understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 1: Public Awareness/Public Relations 1.1: Local and/or Regional Messaging Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall actively participate in water conservation campaign with local or regional advertising.
2. The campaign must promote ways for citizens to save water.
3. The Company shall promote the campaign through some of the following avenues (not an all inclusive list):
 - a. Television commercials
 - b. Radio commercials
 - c. Websites
 - d. Promotional materials
 - e. Vehicle signs
 - f. Bookmarks
 - g. Magnets
4. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the messaging program implemented.
 - b. The number of consumers reached (or an estimate).
 - c. Costs of Program implementation.

Adult Conservation Education Program Tariff – BMP 2.1

PURPOSE

A program for the Company to promote water conservation by increasing consumers' understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.1: Adult Conservation Education Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall implement an adult education or training program.
2. The Company may provide the following resources.
 - a. Scheduled workshops for Homeowners
 - b. Speaker's Bureau
 - c. Training programs for professional landscapers
3. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the adult conservation education process implemented.
 - b. The number of adults reached (or an estimate).
 - c. A description of the written water conservation material provided free to adults.
 - d. Costs of Program implementation.

Company: Arizona American Water Company
Sun City West Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

New Homeowner Landscape Information Tariff – BMP 2.3

PURPOSE

A program for the Company to assist its new customers with their landscape choices (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.3: New Homeowner Landscape Information).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall make low water use landscape information available to all new homeowners within its service area.
2. The Company shall track the number of notifications and the number of new homeowners who received the low water use landscape information.

Residential Audit Program Tariff – BMP 3.1

PURPOSE

A program for the Company to promote water conservation by providing consumers' with information on performing water audits to determine conservation opportunities at their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.1: Residential Audit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall offer self-audit information.
2. The Company or designated representative shall provide all customers that request them with a self-audit kit.
3. The kit shall include detailed instructions and tools for completing the water audit including information on how to check their water meter.
4. The Company shall keep a record of the following information and make it available upon request.
 - a. The number of kits requested by customers.
 - b. A description of the water conservation material provided in the kit.
 - c. Costs of Program implementation.

Residential Interior Retrofit Program Tariff – BMP 3.4

PURPOSE

A program for the Company to promote water conservation by providing residential customers free or low cost plumbing fixtures for their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.4: Residential Interior Retrofit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall provide all customers that request them with free or low cost low water use fixtures for their homes.
2. The fixtures or retrofit kit shall include detailed instructions for installing the retrofit fixtures.
3. The Company shall keep a record of the following information and make it available upon request.
 - a. The number of retrofit fixtures requested by customers.
 - b. A description of the retrofit fixtures provided to customers.
 - c. Costs of Program implementation.

Company: Arizona American Water Company
Sun City West Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Customer High Water Use Inquiry Resolution Tariff – BMP 3.6

PURPOSE

A program for the Company to assist its customers with their high water-use inquiries and complaints (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.6: Customer High Water Use Inquiry Resolution).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall handle high water use inquiries as calls are received.
2. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to verify consumption and conduct a leak detection inspection and further assist the customer with water conservation measures.
3. The Company shall follow up with customers about inquiries or complaints and keep a record of inquiries and follow-up activities.

Customer High Water Use Notification Tariff – BMP 3.7

PURPOSE

A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services Program 3.7: Customer High Water Use Notification).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall track water usage for each customer and notify the customer if water use seems excessive for that particular billing for that time of the year.
2. The Company shall identify customers with high consumption, verify the high consumption and investigate each instance to determine the possible cause.
3. The Company shall contact the high water use customers via telephone, email, by mail or in person. The Company shall contact the customer as soon as practical in order to minimize the possible loss of water. The customer will not be required to do anything to receive this notification.
4. In the notification the Company shall explain some of the most common water usage problems and common solutions and points of contact for dealing with the issues.
5. In the notification, the customer will be reminded of possible high water-consumption occurrences, such as:
 - a. Leaks, running toilets, or valves or flappers that need to be replaced.
 - b. Irrigation system valves or sprinkler heads which may be leaking.
 - c. Sprinklers that may be watering the house, sidewalk, or street, etc. increasing irrigation requirements.
 - d. Leaking pool or spas and possible leaks around pumps.
 - e. More people in the home than usual taking baths and showers.
 - f. Doing more loads of laundry than usual.
 - g. Doing a landscape project or starting a new lawn.
 - h. Washing vehicles more often than usual.
6. The Company shall offer water conservation information that could benefit the customer, such as, but not limited to, audit programs and publications.

Company: Arizona American Water Company
Sun City West Water System
Phone: (623) 445-2416

Decision No.: 71410

Effective Date: April 7, 2010

7. The type of notification, the timing of the notification (i.e., how long after high water use was discovered by the Company), and the criteria used for determining which customers are notified shall be recorded and made available to the Commission upon request.

Company: Arizona American Water Company
Sun City West Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Leak Detection Program Tariff – BMP 4.1

PURPOSE

A program for the Company to systematically perform leak detection on the water system to prevent lost water (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.1 Leak Detection Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

On a systematic basis, the Company shall perform leak detection inspections of its distribution system to identify and fix leaks.

This program shall be implemented through a strategy of targeting certain portions of the water service area will yield the highest potential for water savings first.

Meter Repair and/or Replacement Tariff – BMP 4.2

PURPOSE

A program for the Company to systematically assess all in-service water meters (including Company production meters) in its water service area to identify under-registering meters and to repair or replace them (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.2 Meter Repair and/or Replacement Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

The Company's goal is to systematically replace all customer meters on a 15 year cycle. This equates to approximately 1/15th of the meters in this service area replaced annually.

All residential customers' meters will be replaced with Automatic Read Meters to improve the accuracy of meter readings.

The Company also repairs/replaces customer meters as they fail to perform.

The Company tracks all meters in a database detailing when all meters were put into service and any issues that the meter has had (pulled & tested, etc.).

Company: Arizona American Water Company
Sun City West Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Development of Industry Partnership Tariff – BMP 7.6

PURPOSE

A program for the Company to develop industry partnerships (Modified Non-Per Capita Conservation Program BMP Category 7: Research/Innovation Program 7.6: Develop Industry Partnerships to Save Water).

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall develop industry partnerships to encourage and implement collaborative efforts and activities designed to save water.
2. The Company shall keep a record of the following information and make it available upon request:
 - a. Description of the partnership
 - b. Costs of implementation

BEST MANAGEMENT PRACTICES

TUBAC WATER DISTRICT

Local and/or Regional Messaging Program Tariff – BMP 1.1

PURPOSE

A program for the Company to promote water conservation by increasing the understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 1: Public Awareness/Public Relations 1.1: Local and/or Regional Messaging Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall actively participate in water conservation campaign with local or regional advertising.
2. The campaign must promote ways for citizens to save water.
3. The Company shall promote the campaign through some of the following avenues (not an all inclusive list):
 - a. Television commercials
 - b. Radio commercials
 - c. Websites
 - d. Promotional materials
 - e. Vehicle signs
 - f. Bookmarks
 - g. Magnets
4. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the messaging program implemented.
 - b. The number of consumers reached (or an estimate).
 - c. Costs of Program implementation.

Youth Conservation Education Program Tariff – BMP 2.2

PURPOSE

A program for the Company to promote water conservation by increasing students' understanding of water resources and the need to conserve (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.2: Youth Conservation Education Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall work with schools in its service area to increase students' understanding of water resources and to promote water conservation.
2. The program may include, but is not limited to instructional assistance, education materials, teacher education, classroom or assembly presentations, and field trips to water related facilities.
3. The Company shall keep a record of the following information and make it available upon request.
 - a. A description of the youth conservation education program implemented.
 - b. The number of students reached (or an estimate).
 - c. Costs of Program implementation.

Company: Arizona American Water Company
Tubac Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

New Homeowner Landscape Information Tariff – BMP 2.3

PURPOSE

A program for the Company to assist its new customers with their landscape choices (Modified Non-Per Capita Conservation Program BMP Category 2: Conservation Education and Training 2.3: New Homeowner Landscape Information).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall make low water use landscape information available to all new homeowners within its service area.
2. The Company shall track the number of notifications and the number of new homeowners who received the low water use landscape information.

Residential Audit Program Tariff – BMP 3.1

PURPOSE

A program for the Company to promote water conservation by providing consumers' with information on performing water audits to determine conservation opportunities at their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.1: Residential Audit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall offer self-audit information.
2. The Company or designated representative shall provide all customers that request them with a self-audit kit.
3. The kit shall include detailed instructions and tools for completing the water audit including information on how to check their water meter.
4. The Company shall keep a record of the following information and make it available upon request.
 - a. The number of kits requested by customers.
 - b. A description of the water conservation material provided in the kit.
 - c. Costs of Program implementation.

Residential Interior Retrofit Program Tariff – BMP 3.4

PURPOSE

A program for the Company to promote water conservation by providing residential customers free or low cost plumbing fixtures for their residence (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.4: Residential Interior Retrofit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company or designated representative shall provide all customers that request them with free or low cost low water use fixtures for their homes.
2. The fixtures or retrofit kit shall include detailed instructions for installing the retrofit fixtures.
3. The Company shall keep a record of the following information and make it available upon request.
 - a. The number of retrofit fixtures requested by customers.
 - b. A description of the retrofit fixtures provided to customers.
 - c. Costs of Program implementation.

Company: Arizona American Water Company
Tubac Water System
Phone: (623) 445-2416

Decision No.: 71410
Effective Date: April 7, 2010

Customer High Water Use Inquiry Resolution Tariff – BMP 3.6

PURPOSE

A program for the Company to assist its customers with their high water-use inquiries and complaints (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services 3.6: Customer High Water Use Inquiry Resolution).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall handle high water use inquiries as calls are received.
2. Upon request by the customer or when the Company determines it is warranted, a trained Field Technician shall be sent to the customer's residence to verify consumption and conduct a leak detection inspection and further assist the customer with water conservation measures.
3. The Company shall follow up with customers about inquiries or complaints and keep a record of inquiries and follow-up activities.

Customer High Water Use Notification Tariff – BMP 3.7

PURPOSE

A program for the Company to monitor and notify customers when water use seems to be abnormally high and provide information that could benefit those customers and promote water conservation (Modified Non-Per Capita Conservation Program BMP Category 3: Outreach Services Program 3.7: Customer High Water Use Notification).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall track water usage for each customer and notify the customer if water use seems excessive for that particular billing for that time of the year.
2. The Company shall identify customers with high consumption, verify the high consumption and investigate each instance to determine the possible cause.
3. The Company shall contact the high water use customers via telephone, email, by mail or in person. The Company shall contact the customer as soon as practical in order to minimize the possible loss of water. The customer will not be required to do anything to receive this notification.
4. In the notification the Company shall explain some of the most common water usage problems and common solutions and points of contact for dealing with the issues.
5. In the notification, the customer will be reminded of possible high water-consumption occurrences, such as:
 - a. Leaks, running toilets, or valves or flappers that need to be replaced.
 - b. Irrigation system valves or sprinkler heads which may be leaking.
 - c. Sprinklers that may be watering the house, sidewalk, or street, etc. increasing irrigation requirements.
 - d. Leaking pool or spas and possible leaks around pumps.
 - e. More people in the home than usual taking baths and showers.
 - f. Doing more loads of laundry than usual.
 - g. Doing a landscape project or starting a new lawn.
 - h. Washing vehicles more often than usual.
6. The Company shall offer water conservation information that could benefit the customer, such as, but not limited to, audit programs and publications.

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7. The type of notification, the timing of the notification (i.e., how long after high water use was discovered by the Company), and the criteria used for determining which customers are notified shall be recorded and made available to the Commission upon request.

Meter Repair and/or Replacement Tariff – BMP 4.2

PURPOSE

A program for the Company to systematically assess all in-service water meters (including Company production meters) in its water service area to identify under-registering meters and to repair or replace them (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.2 Meter Repair and/or Replacement Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

The Company's goal is to systematically replace all customer meters on a 15 year cycle. This equates to approximately 1/15th of the meters in this service area replaced annually.

All residential customers' meters will be replaced with Automatic Read Meters to improve the accuracy of meter readings.

The Company also repairs/replaces customer meters as they fail to perform.

The Company tracks all meters in a database detailing when all meters were put into service and any issues that the meter has had (pulled & tested, etc.).

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Comprehensive Water System Audit Program Tariff – BMP 4.3

PURPOSE

A program for the Company to perform a water system audit to prevent lost water (Modified Non-Per Capita Conservation Program Best Management Practice Category 4: Physical System Evaluation and Improvement 4.3 Comprehensive Water System Audit Program).

REQUIREMENTS

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

The Company conducts systematic audits of its water distribution system, systems control equipment, and water records to identify and quantify water losses.

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Development of Industry Partnership Tariff – BMP 7.6

PURPOSE

A program for the Company to develop industry partnerships (Modified Non-Per Capita Conservation Program BMP Category 7: Research/Innovation Program 7.6: Develop Industry Partnerships to Save Water).

REQUIREMENTS:

The requirements of this tariff are governed by Rules of the Arizona Corporation Commission and were adapted from the Arizona Department of Water Resources' Required Public Education Program and Best Management Practices in the Modified Non-Per Capita Conservation Program.

1. The Company shall develop industry partnerships to encourage and implement collaborative efforts and activities designed to save water.
2. The Company shall keep a record of the following information and make it available upon request:
 - a. Description of the partnership
 - b. Costs of implementation